

## Detailed Error Data Request Process

The Detailed Error Reports for Full-Service Electronic, Move Update, and Seamless Errors in the Mailer Scorecard are currently limited to 100 records per error code, mail owner and job segment. As a result, mailers are only able to retrieve a representative sample of their errors to perform root cause analysis but are unable to obtain all of the details for all errors that are included in the error counts on the Mailer Scorecard. Until an automated solution is developed a manual process will be facilitated through the *PostalOne!* Help Desk to send this data to mailers.

## Detailed Error Data Request Process Flow

The process for requesting additional error data is as follows:

1. Mailer contacts *PostalOne!* Help Desk by sending an email to [postalone@usps.gov](mailto:postalone@usps.gov) with the completed Detailed Errors Data Request Form found on RIBBS to the *PostalOne!* Help Desk with the subject line of "Detailed Error Data Request [CRID] [Company Name]"
2. Customer will be contacted for username and password for Secure File Transmission
3. *PostalOne!* Help Desk agent logs remedy ticket and includes Detailed Errors Data Request Form
4. *PostalOne!* Help Desk agent assigns Remedy ticket to Full Service HQ and sends email to [SASP\\_Func\\_Support@accenture.com](mailto:SASP_Func_Support@accenture.com).
5. SASP support team completes and sends data to mailer within 3 business days via the preferred method on the request form
6. Once data transmission is provided to mailer, SASP assigns ticket back to the *PostalOne!* Help Desk
7. *PostalOne!* Help desk agent notifies mailer that data was transmitted and request permission to close the ticket.

If there are any issues or questions during the query or data transmission process the SASP support team will notify the *PostalOne!* Help Desk to contact the mailer. For any requests that have an ongoing frequency the SASP team will create the remedy ticket copying the *PostalOne!* Help Desk and follow the process above starting with step 6.